

PROGRAM OVERVIEW

This section provides background information and a flow chart of the program contract partners.

INTRODUCTION

In September of 1997, legislation was passed in California to expand the Medi-Cal Program and to introduce the Healthy Families Program. The changes to Medi-Cal and the Healthy Families Program offer more low-income families access to no-cost and low-cost health coverage for their children. As a result of expanded health coverage, children have

- increased access to medical services
- increased access to primary and preventive health care
- reduced dependence on emergency room visits and hospitals for treatment



CONTRACT PARTNERS

Several contractors are partners in the Healthy Families (HF) Program, Medi-Cal (MC) Program, and the joint HF/MC Education and Outreach Campaigns.

The Department of Health Services (DHS) administers the Medi-Cal Program. DHS issues Medi-Cal eligibility guidelines, policy directives and program information to county Departments of Social Services and has responsibility for the HF/MC Education and Outreach Campaign. Campaign contractors include:

- **Electronic Data Systems (EDS)** has responsibility for processing payments for application assistance and reporting program statistics (through June 30, 2003, as proposed)

The Managed Risk Medical Insurance Board (MRMIB) has responsibility for Healthy Families eligibility, enrollment, the Healthy Families phone line through EDS, and contracting with health plans.

- **Electronic Data Systems (EDS)** under MRMIB contract has responsibility for the Single Point of Entry process, HF/MC Information Line, HF Membership Line, reviewing and processing Healthy Families applications, and billing and receiving premium payments for the Healthy Families Program

The information in the following chapters of this manual will provide an overview of the Healthy Families and Medi-Cal Programs, as well as detailed instructions for completing the joint HF/MC mail-in application.

Flow chart follows to show organization of Contract Partners

Department of Health Services (DHS)

- Administers Medi-Cal Program
- Issues Medi-Cal eligibility guidelines and policy directives
- Provides program information to County Departments of Social Services
- Has responsibility for HF/MC Education & Outreach Campaign
- Manages the Payment Contractor

Outreach Campaign

- Enroll children in the Healthy Families and Medi-Cal Programs
- Process payments for Application Assistance
- Reports Program Statistics
- Provides Application Assistant Certification Training
- Staffs Certified Assistant Helpline
- Distributes outreach materials
- Links Enrollment Entities to outreach events
- Distributes requests for Application Assistance to Enrollment Entities

Managed Risk Medical Insurance Board (MRMIB)

- Responsible for Healthy Families eligibility and enrollment
- Manages Health Plan Contracts
- Manages Administrative Vendor

Administrative Vendor

- Responsible for Single Point of Entry process
- Staffs the HF/MC Information Line 1-888-742-1222
- Staffs the Healthy Family Membership Line 1-866-848-9166
- Reviews and processes HF application
- Invoices and processes HF premium payments